

# **EXHIBIT 9**

**NUMBER:** 19-002-19

**GROUP:** 19 - Steering

**DATE:** November 20, 2019



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**SUBJECT:**

Shimmy In The Steering Wheel After Hitting An Irregularity On The Road Surface

**OVERVIEW:**

This bulletin involves discussing an available video instructing the technicians on how to properly diagnosis and repair this issue.

**MODELS:**

2018 - 2020	(JL)	Jeep Wrangler
2020	(JT)	Jeep Gladiator

**NOTE: This bulletin applies to vehicles within the following markets/countries: North America, APAC, EMEA and LATAM.**

**DISCUSSION:**

The customer may notice a shimmy in the steering wheel after hitting an irregularity on the road surface such as an expansion joint, pothole or bump.

A video aid has been developed for this issue. Refer to the detailed service procedures available in DealerConnect> Service Library under: Service Info>19 - Steering / Linkage / Damper, Steering / Removal and Installation.

**POLICY:**

Information Only.